

RIDERS RESOURCE GUIDE



MTA Police (24/7) 410-454-7720
Local Police 911

INFORMATION

MARC Timetable and Fare Info. . . . 800-325-RAIL (7245)
MARC E-mail MARC@mta.maryland.gov
MARC Train Status www.MARCTracker.com
MARC Group Travel Reservations 410-454-7010
MTA Transit Information (Baltimore) 410-539-5000
Toll-free 866-RIDE-MTA (743-3682)
TTY 410-539-3497
MTA Directory Assistance 888-218-2267
MTA Comment Line (Baltimore). 410-333-2354
MTA Mobility. 410-764-8181
Commuter Choice Maryland 410-767-8755
CommuterDirect.com 703-228-7433
WMATA 202-637-7000
WMATA SmarTrip Card 888-SMARTRIP (762-7874)

LOST AND FOUND

Baltimore Penn Station 410-291-4267
Frederick, MD 301-682-9716
Washington, DC - Union Station 202-906-3109

CONNECTIONS

Amtrak 800-872-7245
Annapolis Transit. 410-263-7964
BWI Marshall Airport 800-435-9294
CMRT - Laurel Connect-A-Ride 301-470-2248
TransIT Services of Frederick County 301-600-2065
Harford Transit 410-612-1621
CMRT - Howard Transit 240-581-5800
Loudoun Transit 877-777-2708
WMATA - Metrorail & Metrobus (DC) 202-637-7000
Prince George's County - TheBus 301-883-5656
Montgomery County Ride On 240-777-7433
UM-Shuttle (College Park) 301-314-2255
UMBC Shuttle (Catonsville) 410-455-2454
Virginia Railway Express 703-684-1001

See www.mta.maryland.gov for additional connecting services.



MARYLAND TRANSIT ADMINISTRATION

TRAVEL TIPS FROM MARC TRAIN SERVICE



CONVENIENT COMMUTER RAIL
SERVICE WEEKDAYS BETWEEN
BALTIMORE, WASHINGTON, DC
AND BEYOND.

MARC

THANK YOU FOR CHOOSING MARC.



REAL-TIME UPDATES

MTA strives to make it as convenient as possible for MARC riders to stay informed and up-to-date.

To receive critical information conveniently on your computer or cell phone regarding MARC schedule changes, service delays and cancellations, please register for MTA's free E-News service. Visit www.mta.maryland.gov and click on "E-Mail Notification."

You can also find out the schedule status and locations of every MARC Train in service, when you click on www.MARCTracker.com. Information is updated every two minutes utilizing global positioning tools.

Information is also updated throughout the day on Facebook at www.facebook.com/mtamaryland, and on Twitter at www.twitter.com/mtamaryland.

HOW CAN WE HELP YOU?

The Maryland Transit Administration's MARC Train Service is operated under contract by Amtrak and CSX Transportation. MARC offers weekday commuter rail transportation on the Penn, Camden and Brunswick lines. The 202-mile, 42-station system serves Perryville in Northeastern Maryland to Washington, DC (Penn Line); Camden Station, Baltimore to Washington, DC (Camden Line); and Martinsburg, West Virginia and Frederick, Maryland to Washington, DC (Brunswick Line).

This guide is intended to enhance your ability to offer feedback and to better understand what it takes to keep your MARC Train Service running safely and efficiently.

UNDERSTANDING THE ROLE OF THE CONDUCTOR

The conductor is in charge of the train and responsible for the safety of passengers. Please follow any instructions given by the conductor while riding, and feel free to contact the conductor regarding any service problems or if you need assistance. Conductors are also responsible for keeping you informed on a regular and timely basis regarding service delays.

Conductors will direct riders to empty seats when they are available. For passenger safety, no one is allowed to stand in the doorways, vestibules or on the stairs of the train.

Please alert the conductor if you have a condition or disability that requires special assistance. Red Cap assistance is available at Union Station – ask the conductor to radio ahead for the Red Cap to meet you at the train if you need this service. For Red Cap service when departing Washington, DC-Union Station, please visit the MARC desk at Gate B.

RADIO AND TV UPDATES

The MTA makes it easy to check on the status of MARC Train delays and cancellations before you leave your home or office. The MTA Transit Team provides regularly scheduled updates during morning and afternoon rush hours to leading radio and television stations throughout the Baltimore/Washington region. Contact your favorite station(s) to find out what time MTA updates are scheduled to air.

DELAYS/CANCELLATIONS BEYOND OUR CONTROL

While the MTA strives to adhere to published timetables, a variety of circumstances can affect the timeliness of MARC Train Service, including severe weather, extreme heat, mechanical failure and high railroad traffic volume.

During severe weather, only those trains designated with an "S" at the top of the column of the schedule will operate, and additional stops will be added to some of those trains.

Extreme heat can sometimes adversely affect MARC locomotives, and the rails can expand and shift during periods of high temperature, requiring the trains to operate at reduced speeds.

MARC trains and tracks undergo regular inspections, maintenance and repairs. This does not prevent every possible mechanical problem, including signal, switch and equipment failures.

MARC's Brunswick and Camden lines are owned and operated by CSX, and the Penn Line is owned and operated by Amtrak. When the volume of train traffic on these lines is heavy, delays can occur.



YOUR RIDE IS HERE.



HAVE AN EMERGENCY PLAN

MTA and MARC strive to deliver the utmost in customer service. When our ability to deliver that service is overtaken by events beyond our control, you still have many transportation options in addition to MARC. Please familiarize yourself with travel alternatives should MARC Train Service be disrupted.

LOCALLY OPERATED TRANSIT SYSTEMS WITH MARC TRAIN STATION CONNECTIONS

CMRT - Howard Transit 240-581-5800
(Central Maryland Regional Transit), www.cmrttransit.org
BWI Marshall Airport, Odenton, Savage, Dorsey, Muirkirk, Laurel, and Laurel Park stations.

TransIT Services of Frederick County 301-600-2065
www.co.frederick.md.us/transit
Downtown Frederick, Monocacy, Point of Rocks

Harford Transit 800-924-8646
www.harfordcountymd.gov/services/transportation
Aberdeen, Edgewood

Montgomery County Ride On 240-777-7433
www.montgomerycountymd.gov/RideOn
Germantown, Metropolitan Grove, Gaithersburg, Washington Grove, Rockville, Kensington, Silver Spring

Prince George's County - TheBus 301-883-5656
www.goprincegeorgescounty.com
Greenbelt, College Park, Riverdale, New Carrollton

Shuttle UM (Univ of MD College Park) 301-314-2255
www.transportation.umd.edu/shuttle.html
College Park, New Carrollton, Silver Spring

UMBC Transit 410-455-2454
www.umbc.edu/transit
BWI Marshall Airport, Halethorpe

Washington Metropolitan Area Transit Authority (WMATA)
202-637-7000 www.wmata.com
Metrobus B30 provides express service between the Greenbelt MARC/Metro Station and BWI Marshall Airport. Metrobuses connect to various MARC stations in the Washington D.C. suburbs. Please refer to their website for location and schedule information.

Alternative Travel Options

- Locally Operated Transit Systems
- Commuter Bus
- Local Bus
- Metro Subway
- Light Rail
- Taxi
- Amtrak

GUARANTEED RIDE HOME

Suppose you need to get home in the middle of the day when MARC Trains run on a limited schedule, or you have missed the last MARC Train in the evening. With the Guaranteed Ride Home program, you can sign up to get a free ride home for emergencies or unscheduled overtime up to four times a year. Just register at www.CommuterConnections.org or call 1-800-745-RIDE (7433).

TICKET PURCHASE OPTIONS

Most MARC stations are unstaffed and feature Amtrak Quik-Trak machines that accept all major credit cards. One-way tickets can be purchased on the train (with cash only, no denomination greater than \$20) when no ticket agent is available. Tickets purchased on the train are subject to a \$3.00 surcharge if you boarded the train at a station where a ticket agent or machine is available.

You can purchase MARC tickets online at www.CommuterDirect.com or call 703-228-7433.

LOST AND FOUND

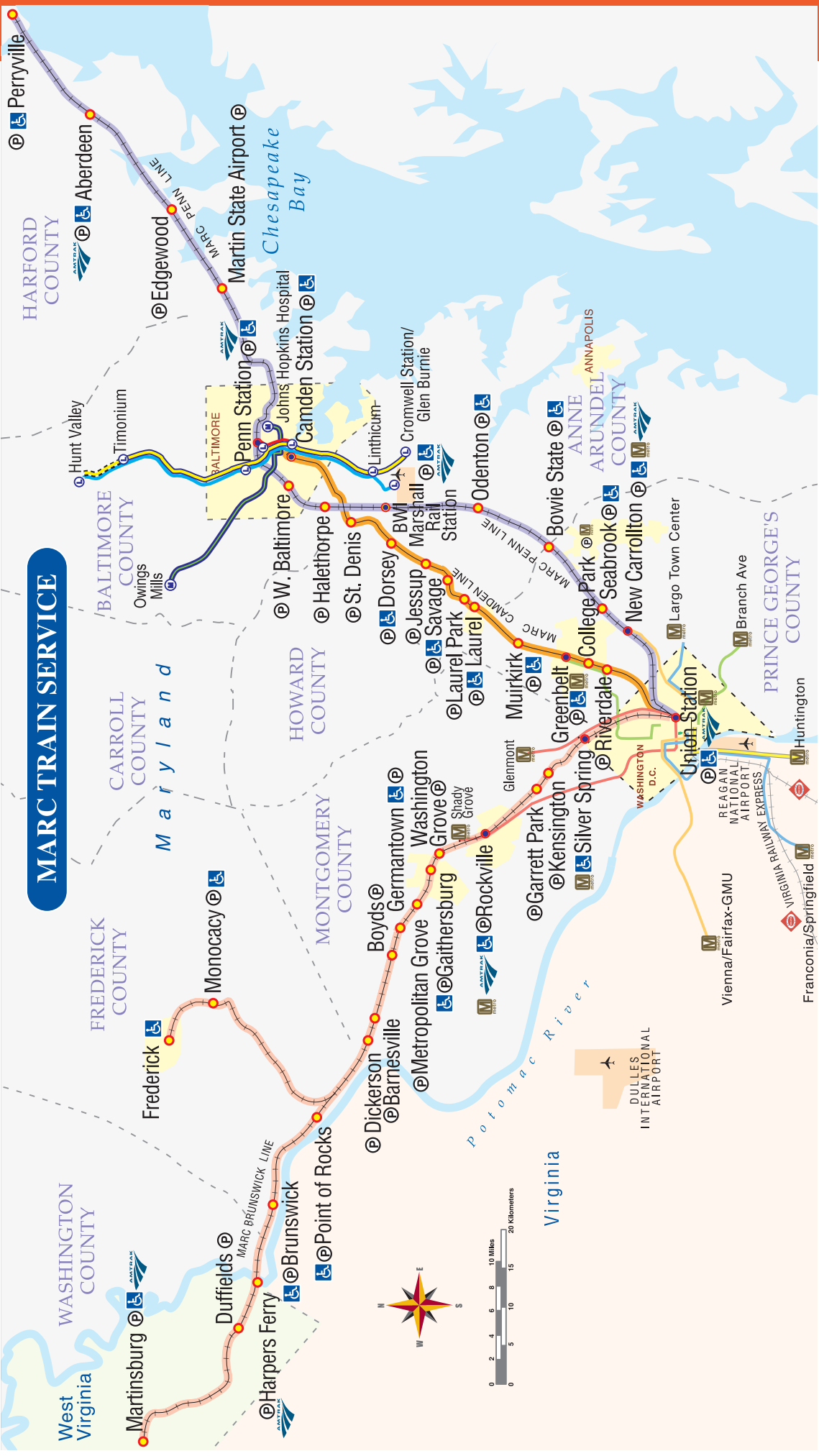
You'll find information and instructions for retrieving lost articles and tickets at www.mta.maryland.gov. You can also reach MARC Station Lost and Found offices by calling them directly:

Washington, DC – Union Station	202-906-3109
Baltimore Penn Station	410-291-4267
Frederick Station	301-682-9716

LET US HEAR FROM YOU

MTA representatives regularly ride MARC to monitor and improve our service, but we count on customers like you to let us know how we can do better. Please get in touch with us at MARC@mta.maryland.gov. For timetable and fare information, call 1-800-325-RAIL (7245) or for MTA Transit Information, call 1-866-RIDE-MTA (743-3682).

Send written questions or comments to info@mta.maryland.gov or MTA, Office of Communications and Marketing, 6 St. Paul Street, Baltimore, MD 21202.



LEGEND

MARC Trains

- Rail Transfer Station
- Station
- Penn Line
- Camden Line
- Brunswick Line
- Metro Subway

Light Rail Trains

- Hunt Valley to BWI Marshall Airport
- Timonium to Cromwell Station/Glen Burnie
- Hunt Valley to Timonium (off-peak & weekends only)
- Penn-Camden Shuttle (Penn Station to Camden Yards)

Connecting Services

- Washington Metrorail
- Amtrak Station
- Virginia Railway Express

Park & Ride

- (Most are free, but selected MARC lots charge a fee.)
- Accessible

